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PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Werve, et al. Art Unit: 2664
Serial No.: 09/032,551 Examiner: Nguyen, S.
Filed: February 26, 1998
For: INTERNET WEB SITE WITH
AUDIO INTERCONNECT AND
AUTOMATIC CALL DISTRIBUTOR
Attorney
Docket No.: 70817

AMENDMENT D

Assistant Commissioner for Patents
Washington, D.C. 20231

Sir:

In response to the Office Action of July 2, 2001,
please amend the above-identified application as follows:

In the specification:

On page 11, lines 9-18, change the paragraph to read as
follows:

E1
The screen pop may include any information collected from
the user and also an identifier of the web page where the problem
occurred. Transferring information to the agent 34 regarding
where the problem occurred allows the agent 34 to view the same
web page viewed by the user when the problem occurred. Further,
the transfer of the collected information to the agent 34 allows
the agent 34 to complete the transaction directly or to answer
the user's question and allow the user to hit the "back" key on
his Internet screen and return to the previous page 22.